

Complaints Data (by closed complaints)Quarter 2 (01/07/22 – 30/09/2022)**Learning from complaints**

Teams and services actively review the outcomes of complaints to see where improvements can be made and learn from the feedback, with a view to reducing the number of complaints in future. The tables 1, 2, 3 and graph 1 below set out the stages the complaints were closed and what the complaint was about and what action taken.

**Table 1**

Complaints Information Extracted from Datix – Actions Taken/Outcome of complaints **closed** during Quarter 2, 2022/23

	Fully upheld: Complaint is accepted	Partially upheld: Complaint is partly accepted	Not upheld: Complaint is not accepted	Complaint withdrawn: Complaint not taken forward	No value	Total
Communication - Improvements in communication staff-staff or staff-patient	2	5	0	0	0	7
No action required	0	0	4	1	0	5
Share lessons with staff/patient/public	0	1	0	0	0	1
Waiting - Review of waiting times	0	1	0	0	0	1
No value	0	0	1	0	3	4
Total	2	7	5	1	3**	18*

*\*Figure more than total number of closed complaints as there could be multiple actions taken for each complaint*

*\*\* no value recorded as 2 complaints were closed due to no consent being received and 1 was a duplicate record*

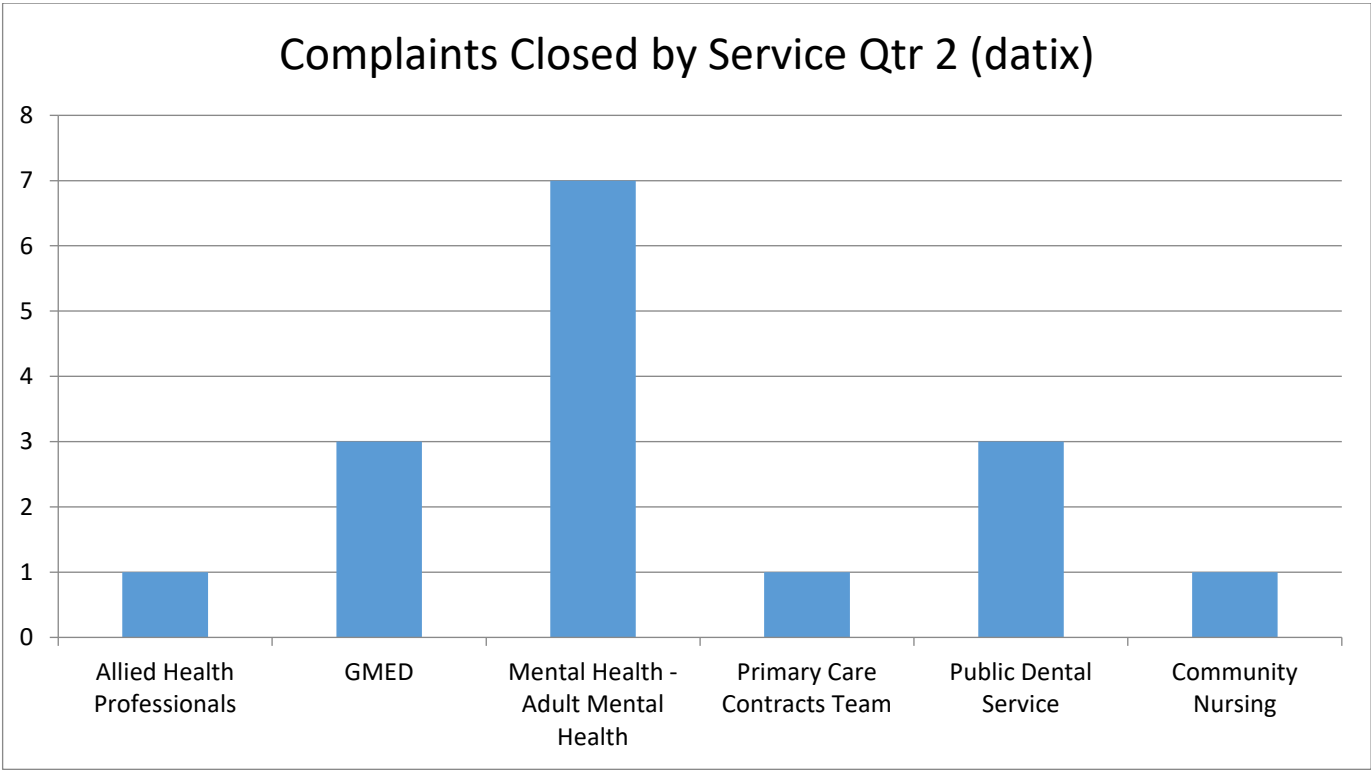
Table 2

Complaints Information Extracted from Lagan:

5 complaints were **closed** during Quarter 2, 2022/23.

Directorate	Department	Service	Upheld	Partially Upheld	Not Upheld	Resolution	Grand Total
Health and Social Care Moray	Health and Social Care Moray	Access Team	0	0	1	0	1
		Care at Home	0	0	1	0	1
		Mental Health	0	1	0	0	1
		Occupational Therapy	0	1	0	1	2

Graph 1



Due to the low numbers it is not possible to detail what the complaint was about as this could lead to patient identifiable information being reported.

**Table 3**

Complaints Information Extracted from Datix – Action Taken by Service (complaints **closed** during Quarter 2, 2022/23)

	Allied Health Professionals	GMED	Mental Health - Adult Mental Health	Primary Care Contracts Team	Public Dental Service	Community Nursing	Total
Communication - Improvements in communication staff-staff or staff-patient	1	2	4	0	0	0	7
No action required	0	0	1	0	3	1	5
Share lessons with staff/patient/public	0	0	1	0	0	0	1
Waiting - Review of waiting times	0	0	1	0	0	0	1
No value	0	1	2	1	0	0	4**
Total	1	3	9	1	3	1	18*

*\*this figure does not represent number of complaints closed*

*\*\*no value as complaint either withdrawn or no consent received*

Active review of complaints through reporting and investigation is a useful tool to identify learning and improve services. Below are some of the actions and learning from recent complaints.

#### **Actions and Lessons Learned (datix)**

<b>Communication</b>	Reminder of accurate information sharing between staff to avoid delays.
	Liaise with ED department to ensure patients can be assured they are expected from GMED service
<b>Education / training / share lessons learned</b>	Share lessons with staff to ensure room towels and laundry are removed promptly from bedrooms.
	Share safety brief with staff regarding routine cleaning of COVID positive areas
	Staff reminded of appropriate use of PPE
	Arrange awareness training for security team regarding medical conditions

#### **Learning Outcome (lagan)**

- Outstanding invoices to be sent to support manager to cross reference to reduce any potential delays

## Indicator 1 – The total number of complaints received

*The sum of the number of complaints received at Stage 1 (this includes escalated complaints as they were first received at Stage 1), and the number of complaints received directly at Stage 2.*

**Table 4** – Total number of complaints **received** in Quarter 2, 2022/23

System recorded	Early Resolution / Frontline	Investigation	Not Marked	Total
NHS - Datix	6 marked early resolutions	19 marked investigation	0	25
Moray Council - Lagan	3 marked frontline	2 marked investigative	2 not yet marked	7
Total	9	21	2	32

**Table 5** – Allocation of complaints **received** in Quarter 2, 2022/23

NHS Service - Datix	
Public Dental Services	2
Community Nursing	3
GMED	10
Out of Hours (Excluding GMED)	1
Mental Health – Adult Mental Health	6
MacMillan Nursing Service	1
AHP	1
Cross Service	1
Total	25

**Table 6** – Allocation of complaints **received** in Quarter 2, 2022/23

MC Service - Lagan	
TMC Specialist Unit	1
Care at Home	2
Occupational Therapy	3
Mental Health	1
Total	7

## Indicator 2 - The number and percentage of complaints at each stage which were closed in full within the set timescales of five and 20 working days

*The number of complaints closed in full at stage 1, stage 2 and after escalation within MCHP timescales as % of all stage 1, stage 2 and escalated complaints responded to in full*

There were **16 Complaints closed** on the NHS system Datix during Quarter 2, 2022/23 – breakdown as follows:

Early Resolution – 2

Investigation – 14 (1 was withdrawn by complainant, 2 were closed as consent not received, 1 closed as duplicate record)

No complaints were escalated

There were **5 Complaint closed** on the MC system Lagan during Quarter 2, 2022/23 – breakdown as follows:

Frontline – 5

Investigation – 0

No complaints were escalated

**Table 7** – number and percentage of complaints at each stage closed within timescales **(based on complaints closed during Quarter 2, 2022/23)**

	Frontline/Early Resolution within timescale	Investigation within timescale
NHS - Datix	2 out of 2 (100%)	3 out of 10 (30%)
Moray Council - Lagan	1 out of 5 (20%)	N/A

Whilst HSCM aim to respond to complaints within timescales this is not always achievable.

Complaints received into Datix are often multi-faceted and include more than one service across NHS Grampian and other sectors, which can impact on response times due to the level of investigation and coordination required.

## Indicator 3 - The average time in working days for a full response to complaints at each stage

**Table 8** – average time in working days to respond at stage 1, stage 2 and after escalation **(based on complaints closed during Quarter 2, 2022/23)**

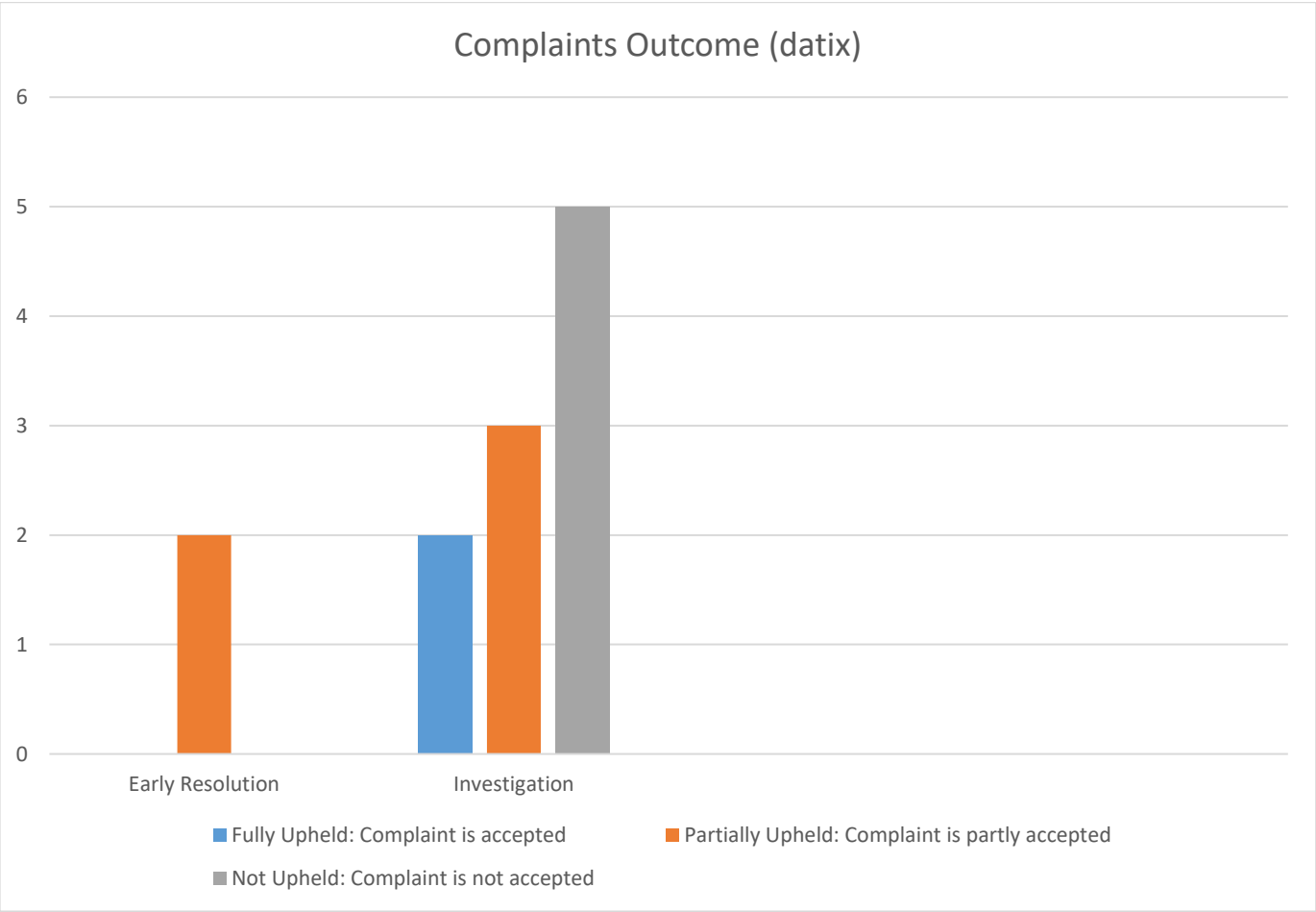
	Frontline	Investigative
NHS - Datix	4 days	36 days
Moray Council - Lagan	10 days	n/a

## Indicator 4 - The outcome of complaints at each stage

*The number of complaints upheld, partially upheld, not upheld and resolved at stage 1, stage 2 and after escalation as % of all complaints closed at stage 1, stage 2 and after escalation*

**Graph 2** below shows the amount of complaints fully upheld, partially upheld and not upheld as recorded in Datix during Quarter 2, 2022/23. Out of 16 closed complaints on the system 1 was withdrawn by complainant, 1 was a duplicate and 2 consent was not received.

**From the remaining 12 complaints closed during Quarter 2 - approximately 16.6% were upheld, 41.6% were partially upheld and 41.6% were not upheld**



Complaints Information Extracted from Lagan:

5 complaints were **closed** during Quarter 2, 2022/23: **1** was resolved and from the remaining **4 closed: 50% were partially upheld and 50% were not upheld.**  
There were 0 Fully Upheld complaints.

**Graph 3** below shows the amount of complaints upheld, partially upheld, not upheld and resolved as recorded in Lagan from the **5 closed** complaints during Quarter 2, 2022/23.

